



## Freedom of Information Request Reference N<sup>o</sup>: FOI 002283-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 28 June 2018 in which you sought access to the following information:

*“This request is to do with how many police hours have been spent attending to situations which involve people with severe mental health issues.*

1. *How many incidents have officers responded to in which mental health issues have been recorded as a factor in the following years*
  - a. 2015
  - b. 2016
  - c. 2017
2. *In how many cases were police cells used as 'places of safety' for people experiencing a mental health crisis in the following years*
  - a. 2015
  - b. 2016
  - c. 2017”

### Response to your Request

The response provided below is correct as of 6 July 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

1. A search has been completed of the Constabularies call data for all incidents recorded that have a mental health qualifier. This will include 'Mental Health', 'Mental Health – Other', 'Mental Health – S.136' and 'Mental Health MCA'.

The Total number of mental health related calls received by the Constabularies, is provided in the table below. Please note the figures relate to the number of calls received, as opposed to the number of calls we attended.

Year	Norfolk	Suffolk
2015	10765	4745
2016	10382	4819
2017	11153	4601

2. The total number of occasions cells were used as 'places of safety' for people experiencing a mental health crisis is provided in the table below. These figures represent the number of s.136 detentions where police custody has been used as a place of safety.

<b>Year</b>	<b>Norfolk</b>	<b>Suffolk</b>
<b>2015</b>	8	6
<b>2016</b>	11	1
<b>2017</b>	8	2

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700